SUBMITTING SERVICENOW TICKETS TO KEES HELP DESK

Once it has been determined that an issue is not worker error, an Incident should be reported to the KEES Help Desk for resolution. All issues pertaining to KEES, ImageNow, or the availability of the KEES User Manual should be submitted to the KEES Help Desk.

If you are reporting an outage of KEES, ImageNow, or the KEES User Manual, please email the KEES Help Desk at KEES.HelpDesk@ks.gov. If the outage has occurred after 5pm or on a weekend, please email KEES.Tier1@ks.gov.

If you need assistance with your KEES, ImageNow, or ServiceNow password, please call 1-844-723-5337 and select option 1 -or- email KEES.Tier1@ks.gov.

For all other KEES or ImageNow issues, please follow these instructions to submit an Incident to the KEES Help Desk using ServiceNow.

Submitting an Incident

To submit an Incident in ServiceNow, click on the *Submit a New Incident* link.

ServiceNow will automatically fill in the **Number**, **Caller**, **Contact**, **Location**, **State**, and **Contact Type** fields.

Next, you will need to select a **Category** and **Subcategory** for the issue you are reporting.

Category: This is the general area the issue falls into. These are the Category options:

- *Database Error* – **Do not use.**
- *ImageNow* - Issues related to ImageNow.
- *Infrastructure* – **Do not use.**
- *KEES* - Most all KEES issues fall into this category.
- *Outage* - Used for any kind of an outage.
- *Presumptive Eligibility* – **Do not use.**
- *Security* – **Do not use.** Contact the Tier 1 Help Desk for login issues.
- *SSP* - Issues related to the Non-Medical Self-Service Portal.

Subcategory: This is used to capture the specific area the issue falls into. These are the Subcategory options:

Under ImageNow

- *ImageNow-Document Re-indexing Issue* – Issues related to re-indexing documents.
- *ImageNow-Functional/Policy* – **Do not use.**
- *ImageNow-INMAC Error* – Issues related to INMAC.
- *ImageNow-Missing PDF* – Issues related to missing PDF documents.
- *ImageNow-Other* – ImageNow issues not covered by another Subcategory.
- *ImageNow-Unusable Image* – Issues related to unreadable images.

Under KEES

- *KEES Batch* - Issues related to the Monthly Reviews Batch (includes missing Review & IR Records or issues with the Redeter Record), Reviews Discontinuance Batch, Critical Age Batches, Time Limit Batches, etc.
- *KEES BOT* – Issues related to LOLA the LIEAP BOT.
- *KEES Contact Log & Journal* – Issues related to the Contact Log or Journal.
- *KEES Duplicate ID* – Issues related to Duplicate IDs in KEES.
- *KEES File Clearance/MPI* – Issues related to File Clearance or the Master Person Index.
- *KEES Fiscal* – Issues related to TOP, Payments, SMART or Promise.
- *KEES Forms Notices* - Issues related to Forms and NOAs.
- *KEES Functional/Policy* - This option should be used sparingly and only when the issue does not fit into one of the other subcategories.
- *KEES Interfaces* - Issues related to SDX, BENDEX, EATSS, KDOL, TALX, KPERS, VLP, EBT Web Service (EBTedge), eDRS, etc.
- *KEES Latency* – Issues related to KEES latency.
- *KEES Online Data Collection* - Issues related to any of the Financial or Non-Financial data collection pages.

- *KEES RDB* – Issues related to the Resource Databank.
- *KEES Registration* - Issues related to Reapply, Rescind, eLinking or administrative roles.
- *KEES Reports* - Issues related to reports.
- *KEES Rules and Eligibility* - Issues related to EDBC, missing or incorrect Review Due or IR Due dates, non-compliance, etc.
- *KEES Security Permissions* – Issues related to incorrect security permissions.
- *KEES Tasks* - Issues related to tasks.

Under Outage

- *KEES Outage*
- *Address Normalization Outage* – (Address normalization tool)
- *Document Upload Portal Outage* – **Do not use.**
- *ImageNow Outage*
- *Interface Outage* – (Real-time interfaces offline)
- *KEES User Manual Unavailable*
- *PE Tool Outage* – **Do not use.**
- *Provider Portal Outage* – **Do not use.**
- *Reports Outage*
- *SSP Outage*
- *Task Outage* – (More than one worker impacted.)

Under SSP

- *Access My Benefits Portal*
- *Document Upload Portal* – **Do not use.**
- *Provider Portal* - **Do not use.**
- *Self Service Portal*
- *SSP Account Delink Request* - Requests to have SSP accounts delinked from their KEES case number.
- *SSP-Functional/Policy* - **Do not use.**

If you selected ImageNow or KEES from the Subcategory drop-down, the **Is Case Processing Stopped by this Issue** question will appear. For any scenario where you are unable to complete the determination, select *Yes* from the drop-down.


Next, you will need to select a **Program Type** and **Program Subtype**.

Non-Medical or *Dead Stop Non-Medical* should be selected as the Program Type. *Dead Stop Non-Medical* should only be selected if:

1. The consumer does not have current benefits and you are unable to approve their application.
2. You are unable to rescind or reapply someone.
3. You are unable to discontinue benefits in the come-up month.
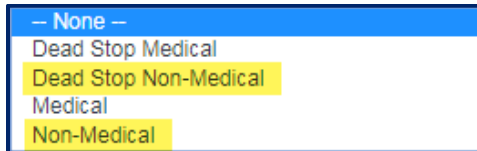

The Program Subtype is dynamic to the Program Type. Select the Program Subtype you are submitting a ticket for from the drop-down. If you are submitting a ticket for both Food Assistance and TANF, please select FA/TANF from the drop-down.
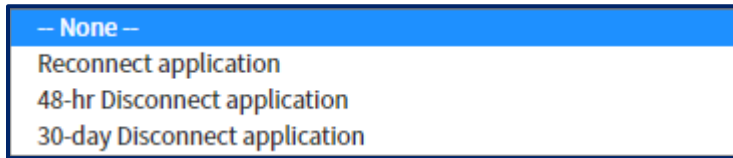
If you selected Dead Stop Non-Medical in the Program Type drop-down and you select FA or FA/TANF in the Program Subtype drop-down, the **FA Needs to be Expedited** field will appear. If the application being processed qualifies for expedited Food Assistance, please select *Yes* from the drop-down.
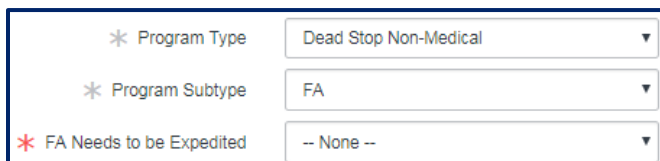
If you indicated the Dead Stop was for LIEAP, the **Application Type** field will appear. If it is an 18-hr or 48-hr application, please select the appropriate one from the drop-down. If it is neither, select Regular application.
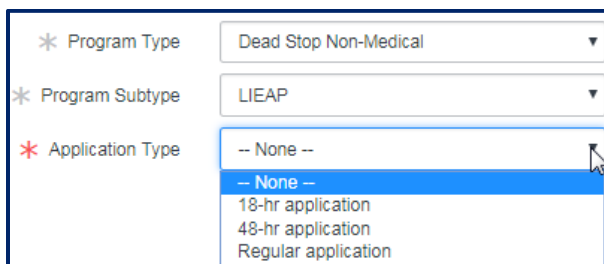
If you indicated the Dead Stop was for EWAP, the **Application Type** field will appear. Please indicate which application type it is by selecting the appropriate one from the drop-down.

```
-- None --
Reconnect application
48-hr Disconnect application
30-day Disconnect application
```

Enter the case number in the **KEES Case Number** field.

KEES Case Number	

Next is the **Short Description** and **Description**:

✱ Short description		💡 🗒
✱ Description 🖐		

The **Short Description** should be a short but <u>descriptive</u> summary of the issue you are reporting. Please be DESCRIPTIVE – do not use "KEES Issue".

Here are some examples:

"Error message received on Individual Demographics during data acceptance."

"1700 Error received when running EDBC."

"Duplicate ID"

The **Description** field should be completed by copying and pasting the body of the KEES Issue Template into the Description field. <mark>You must completely fill out the template and then it must be pasted into the Description field.</mark> **Please be as detailed as possible. Whenever you can, give the steps you took or list what actions you have already taken on the case.**

NOTE: If the task is going to be reassigned to the Orange-Green queue, you must include the name and Unique ID number of the task you are working.

Do not attach the template to the ServiceNow ticket with a description of "see attached". Highlight the entire table, then Ctrl+C to copy it. In the Description field on the Incident ticket, Ctrl+V to paste it. DO NOT INCLUDE ANY PII.

You <u>must</u> include a screenshot if you are reporting an error message or an issue related to a Form/NOA or a Task. When reporting an error message, you must include the date and time the error message was received and exactly what you were doing when you received it. All PII <u>must</u> be removed from the screenshot.

Screenshots can be attached by dragging and dropping a document anywhere onto the Incident ticket in ServiceNow. Simply locate where the document is saved on your computer, and then drag and drop a copy of the document over to ServiceNow.

Your attachments will show at the top of your ticket right above your Incident Number.

Click the Submit button once you are finished. You will receive an auto-generated email confirming your ticket has been received.

Reminder:

Appropriate Identifying Information	Inappropriate Identifying Information
Case Number	Social Security Number
Client ID	Date of Birth
First Name	Full Name
Partial SSN (Only if the issue pertains to the SSN)	

Error Message Code & Unique ID

		Task Unique ID
Error Message:	Sorry for the Inconvenience.There is a problem with Rules	**Change - 270113**
Error Code:	1700	
UniqueId:	57d98d17-5147-434c-81ff-a3356daf3fbe	
Resolution:	Please contact your administrator and try later	